



NHEP Job Readiness Module Series

Getting Ready for a Job Module 3



Date Provided: _____

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NHEP JOB READINESS MODULE SERIES

MODULE 3 – GETTING READY FOR A JOB

In **Module 1**, you completed assessments designed to help you make career choices based on a number of factors. In **Module 2**, you identified your **Ideal Job** and your personal and career goals, and researched those careers to develop a **Career Pathway** that will take you from *Entry-Level* jobs to *Advanced-Level* jobs.

In this **Module**, you will begin preparing the documents that you will need to conduct a career search and apply for work. These documents include:

- Resume
- Reference list
- Cover letter

USING THIS MODULE

You will need to find a computer to use to create your **Resume** and the other documents included in this **Module**, handwritten documents are not acceptable. Once you complete this **Module**, you should have all of the information written down so that you will only need to transfer the information onto your electronic documents. Bring this **Module** with you if you need to go to a public place to use a computer.

While working through this **Module**, you will notice that some of the activities require a computer with internet access to complete and some can be completed in this booklet.

Those activities that require a **Computer with Internet** will be identified by this symbol:



The[*] this symbol will tell you what page to skip to based on internet availability.

You are free to choose your preferred method, internet or booklet version, for any of the activities that offer you a choice. If you have access to a computer and the internet or can use one in the community, we recommend that you use this method.

Be sure to note your time spent working in this **Module** on the '**Job Readiness Activity Verification/Module 3 - Getting Ready for a Job**' (Form NHEP267 MOD3) that you received with this **Module**.

VALUE OF CAREER DOCUMENTS

Looking for work can be a very stressful process. When you apply for a job, employers will want to know about your work history, skills, abilities, knowledge and performance on the job. It is important to always be prepared when searching for a job by having your documents in order and by tailoring your documents to the position that you are applying for.

In this *Module*, you will be instructed on how to create the following:

- **Resume** - You will learn about the different types of resumes, what to include for information, and how to grab the readers' attention through your wording.
- **Cover Letter** - This is a letter that you send along with your resume when applying for a job. It tells the employer what position you are applying for and why you are the best person for the job.
- **Reference List** - You will create a list of references for employers to call to ask about you and your work history.

Once complete, you should keep copies of all of these documents for future reference. You will also need to provide copies to your *ECS*. By keeping copies, especially of your resume, you will only need to update the document when your work history changes or when you are applying for a new job.

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Section 1

CREATE A PROFESSIONAL EMAIL ADDRESS

- * If you do not have internet, skip to page 6, Preparation for Developing Your Resume.**

You should have an email address to use while conducting your job search. Many sites offer free email accounts, such as *Yahoo* or *Google*. If you have internet at home, your internet provider might also provide email accounts, such as *Comcast*. When creating an email address for job searching, be sure that you create a PROFESSIONAL sounding email address.

Note the difference below:

jane.smith@yahoo.com

or

julies.mommy25@yahoo.com

The first example is a generic email address that is appropriate to use on your job search documents. The second example would not be appropriate as a professional email address. Try to avoid anything in a professional email address that might indicate personal information, such as your age or social status (i.e. janesmith25, Mr., Mrs., mommy, daddy, year of birth, etc.). Consider creating an email account that is ONLY used for your job search. This way, you will not have to scan through multiple emails to determine which ones are possible job offers.

Creating an Email Account in Yahoo

(if you already have a professional email address, skip this step)

Website: <https://www.yahoo.com>

If you choose to use *Yahoo* for your email account, go to the website listed above. At the top right side of the page, you will see a picture of an envelope and *Mail*. Click on either the envelope or the word and a new page opens.

Click on *Sign up for a new account* and another page opens. Fill in all of the information requested and click *Create Account*. If the username that you chose is already taken, it will give you suggestions on other possible names. Be sure to keep it professional.

Email Address: _____

Password: _____



Note the *Folders* on the left hand side in your email account. They include:

- *Inbox* - new emails
- *Drafts* - incomplete emails that you have started and saved
- *Sent* - shows you to who and when you sent emails
- *Archive* - older emails that you want to save
- *Spam* - emails from untrusted sources/NEVER open an email from a source that you do not trust, it could contain a virus
- *Trash* - deleted emails

You can also create folders to save emails. It is a good idea to create a folder where you can save your job readiness documents. Become familiar with all the features on your email account.

Section 2

PREPARATION FOR DEVELOPING YOUR RESUME

Your resume is your opportunity to make a great ‘first impression’ on a potential employer. It is the most important document that you will create and can mean the difference between a call for a job interview or rejection. Because it is such an important document, it will take some time to put together a resume that will capture the attention of the reader in a very positive way.

Keep in mind that your resume is a *LIVING DOCUMENT!* You should keep it in electronic form, your email account can do this, and update often as you gain new skills or enter new employment. This saves you the hassle of having to remember all of the specific information, such as dates, names, etc., that you will need to include and you won’t have to recreate it every time there is a change in your circumstances, you can just add the new information.

It also enables you to tailor your resume for each different position that you are applying for. For instance, if at some time in your career you have worked as a *Cashier* but are now looking at different positions, you will want to highlight different skills. If you are applying for a position as an *Accounting Assistant*, you would highlight your ability to work with money, make change, reconcile receipts, etc. that you learned while working as a *Cashier*. If you are applying for a position as a *Front Desk Clerk* at a hotel, you will want to emphasize your customer service and communication skills that you learned as a *Cashier*. Always speak about those skills that you possess that are the most relevant to the job that you are applying for.



RESUME SUMMARY STATEMENT

Summary Statement/Statement of Qualifications

The very first section of your resume is where you should include a *Summary Statement* or a *Statement of Qualifications*. This should be a two (2) or three (3) sentence statement of your best qualities that you can bring to an employer related to the job for which you are applying. This is where you show the confidence in your own abilities and skills, and it should really grab the reader's attention.

Here are some examples of sentences that could go in a *Summary Statement* or *Statement of Qualifications*.

- A skilled communicator; able to always maintain cultural sensitivity, establish rapport with members of diverse groups, and promote team cohesiveness.
- Highly organized and independent; able to effectively coordinate tasks to accomplish projects with timeliness and creativity.
- An organized, detail-oriented, and conscientious self-starter, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure.
- Flexible and analytical with a keen eye for details; skilled at synthesizing and editing information to achieve overall objectives.
- An effective leader, skilled in enlisting the support of all team members in aligning with project and organizational goals.
- High-energy; confident professional with an infectious enthusiasm for technology.
- An organized and detail-oriented manager, able to prioritize and delegate tasks effectively to ensure timely project completion within a team environment.
- Experienced supervisor with a management style that motivates staff productivity.

- A dedicated and enthusiastic manager, able to motivate teams to perform at their best in providing excellent service and developing ongoing, profitable client relationships.
- An experienced supervisor and trainer, able to explain information clearly, recognize excellence in individuals, and inspire team members to achieve their potential while working toward common goals.
- Highly organized and efficient in fast-paced multitasking environments; able to prioritize effectively to accomplish objectives with creativity, enthusiasm and humor.

RESUME SKILLS & ABILITIES SECTION

Action Verbs & Skills Sets

On the next few pages, you will find a list of action verbs broken down into different skill sets. These will help you describe your work experience on your resume. Additionally, if you are writing a *Functional/Skills-Based Resume*, the breakdown of words into skill sets will help you decide what skill sets to include.

You will also find descriptors and phrases that can be included on a resume. These descriptors and phrases can be included in the skills section, or you can use them as part of your *Summary Statement* or *Statement of Qualifications*.

As you read over the action verbs, ask yourself if you have done any of these in different jobs that you have held and circle the words in each skill set that you possess. Only consider using those words that you can comfortably pronounce and explain at an interview. If you have a large number of words circled in any one (1) skill set, consider putting that skill set on your *Functional/Skills-Based Resume*. Further explanation of different resume types will be addressed later.

Communication/People Skills

Addressed	Advertised	Arbitrated	Arranged
Articulated	Authored	Clarified	Collaborated
Communicated	Composed	Condensed	Conferred
Consulted	Contracted	Conveyed	Convinced
Corresponded	Debated	Defined	Developed
Directed	Discussed	Drafted	Edited
Elicited	Enlisted	Explained	Expressed
Formulated	Furnished	Incorporated	Influenced
Interacted	Interpreted	Interviewed	Involved
Joined	Judged	Lectured	Listened
Marketed	Mediated	Moderated	Negotiated
Observed	Outlined	Participated	Persuaded
Presented	Promoted	Proposed	Publicized
Reconciled	Recruited	Referred	Reinforced
Reported	Resolved	Responded	Solicited
Specified	Spoke	Suggested	Summarized
Synthesized	Translated	Wrote	

Organizational Skills

Approved	Arranged	Catalogued	Categorized
Charted	Classified	Coded	Collected
Compiled	Corrected	Corresponded	Distributed
Executed	Filed	Generated	Incorporated
Inspected	Logged	Maintained	Monitored
Obtained	Operated	Ordered	Organized
Prepared	Processed	Provided	Purchased
Recorded	Registered	Reserved	Responded
Reviewed	Routed	Scheduled	Screened
Submitted	Supplied	Standardized	Systematized
Updated	Validated	Verified	

Research Skills

Analyzed	Clarified	Collected	Compared
Conducted	Critiqued	Detected	Determined
Diagnosed	Evaluated	Examined	Experimented
Explored	Extracted	Formulated	Gathered
Inspected	Interviewed	Invented	Investigated
Located	Measured	Organized	Researched
Reviewed	Searched	Solved	Summarized
Systematized	Tested		

Teaching Skills

Adapted	Advised	Clarified	Coached
Communicated	Conducted	Coordinated	Developed
Enabled	Encouraged	Evaluated	Explained
Facilitated	Focused	Guided	Individualized
Informed	Instilled	Instructed	Motivated
Persuaded	Simulated	Stimulated	Taught
Tested	Trained	Transmitted	Tutored

Creative Skills

Acted	Adapted	Began	Combined
Composed	Conceptualized	Condensed	Created
Customized	Designed	Developed	Directed
Displayed	Drew	Entertained	Established
Fashioned	Formulated	Founded	Illustrated
Initiated	Instituted	Integrated	Introduced
Invented	Modeled	Modified	Originated
Performed	Photographed	Planned	Revised
Revitalized	Shaped	Solved	

Management/Leadership Skills

Administered	Analyzed	Appointed	Approved
Assigned	Attained	Authorized	Chaired
Considered	Consolidated	Contracted	Controlled
Converted	Coordinated	Decided	Delegated
Developed	Directed	Eliminated	Emphasized
Enforced	Enhanced	Established	Generated
Handled	Headed	Hired	Hosted
Improved	Incorporated	Increased	Initiated
Inspected	Instituted	Led	Managed
Merged	Motivated	Navigated	Organized
Originated	Overhauled	Oversaw	Planned
Presided	Prioritized	Produced	Recommended
Reorganized	Replaced	Restored	Reviewed
Secured	Selected	Streamlined	Strengthened
Supervised	Terminated		

Data/Financial Skills

Administered	Adjusted	Allocated	Analyzed
Appraised	Assessed	Audited	Balanced
Budgeted	Calculated	Computed	Conserved
Corrected	Determined	Developed	Estimated
Forecasted	Managed	Marketed	Measured
Netted	Planned	Prepared	Programmed
Projected	Qualified	Reconciled	Reduced
Researched	Retrieved		

Helping Skills

Adapted	Advocated	Aided	Answered
Arranged	Assessed	Assisted	Clarified
Coached	Collaborated	Contributed	Cooperated
Counseled	Demonstrated	Diagnosed	Educated
Encouraged	Ensured	Expedited	Facilitated
Familiarized	Furthered	Guided	Helped
Insured	Intervened	Motivated	Prevented
Provided	Referred	Provided	Referred
Rehabilitated	Represented	Resolved	Simplified
Supplied	Supported	Volunteered	

Technical Skills

Adapted	Applied	Assembled	Built
Calculated	Computed	Conserved	Constructed
Converted	Debugged	Designed	Determined
Developed	Engineered	Fabricated	Fortified
Installed	Maintained	Operated	Overhauled
Printed	Programmed	Rectified	Regulated
Remodeled	Repaired	Replaced	Restored
Solved	Specialized	Standardized	Studied
Upgraded	Utilized		



Group Effort Participation Descriptors

- Contributed to
- Key member of task force
- As a team member
- Collaborated with
- Participated in
- Instrumental in
- Team effort in

Job Change Decision Descriptors

- Career objectives
- New position
- New career direction
- Re-evaluation of career goals
- Additional training/education
- Interest in changing business affiliation
- Position in line with current career goals
- Career change
- New career challenge
- New opportunity
- Relocation
- New 'focus' area

Education Other Than College

- Additional training in
- In-house training
- Business management programs
- Program in
- On the job training in
- Attended
- Seminar in
- Continuing education
- Studies in

Loss of a Job Explanation

- Acquisition
- Change in strategic direction
- Closing
- Cutback
- Decentralization
- Merger
- Relocation
- Retrenchment
- Consolidation
- Curtailment
- Divestiture
- Reduction in workforce
- Reorganization
- Restructuring
- Resizing
- Streamlining

Phrases to Use in Resume Summary Section & Cover Letters

- Extensive experience
- Broad range experience
- Increasing responsibility
- Major strength(s)
- Outstanding results
- Highly successful record in
- Capable of
- A proven record in
- Successful accomplishments in
- Proven executive
- Results-oriented professional
- Comprehensive experience
- Progressive experience
- Substantial experience
- Excellent track record
- Outstanding record in
- Worked effectively with
- Strong background in
- Thorough familiarity
- Key strengths include
- Areas of expertise
- Results-oriented

In *Module 1*, you identified ten (10) *Soft Skills* that you might want to include on your resume in the skills section. Choose those that are the closest match to the skills required for the job that you are applying for.

Resume Tips

As you prepare to write your own resume, consider the following tips:

- Employers scan resumes very quickly, so you need to grab their attention. They typically spend about thirty (30) seconds looking over a resume to determine if it goes into the “maybe” stack or into the “not interested” stack. You want to make sure that yours goes into the “maybe” stack and not the trash can.
- Some larger companies are now using scanning software that will electronically scan your resume looking for key words or phrases to indicate that you have experience or skills related to the position that you are applying for. If you do not include these things on your resume, it may never get to a person for review.

- Tailor your resume to each job for which are applying. Be sure to highlight the skills and experience that would be most relevant to the position for which you are applying.
- Your resume will get a second look if you:
 - Organized the page well so the information catches the reader's attention
 - Included white space and did not crowd too much onto one (1) page
 - Promoted yourself – this is a time when you want to show confidence in your abilities, it is not bragging
 - Used the correct format for your situation
 - List some experience or skills related to the job that you are applying for
- As you prepare to write your resume, plan to spend some time studying examples of resumes that others have written. This will help you understand each section and give you some ideas on how to describe your own background.
- Have all the correct information that you will need to include on your resume, for example:
 - Name, city, and state of company
 - Name of supervisor
 - Dates of employment (for *Chronological Resumes*)
 - Job titles
 - Descriptions of previous jobs
 - Education/training providers, degrees, certificates, dates, etc.
- If you have letters of appreciation, recommendations from a previous employer, or certificates, keep the original and make copies for submission with your resume when applying for a job.





USING O*NET TO HELP WITH THE DEVELOPMENT OF YOUR RESUME

- * If you do not have internet, skip to page 17, Resume Do's & Don'ts.

If you have access to a computer with internet, you will be able to use *O*NET* to assist in creating your resume. It will give you information on the following that can be used on your resume:

- Tasks
- Tools & Technology
- Knowledge
- Skills
- Abilities
- Work Activities
- Detailed Work Activities
- Work Context

Website: www.onetonline.org

Go to the website listed above. Once there, type the name of the job that you are applying for (or the job that you need to write a description of in your resume) in the *Occupation Quick Search* bar at the top right side of the page, then click on the arrow.

Click on the job title that most closely matches what you are looking for. This will pull up information about that job and give you lots of ideas for what to include on your resume.



Resume Do's & Don'ts

DO

- Use standard 8 ½" by 11" high quality bond white or off-white paper, or resume paper
- If you have under ten (10) years of work experience, keep it to a single page document
- Create a heading at the top of the page for your personal information, i.e. your name, address, phone number, email address
- Create a brief 'Summary Statement' or 'Statement of Qualifications' that can be changed to address each position that you are applying for
- Use size 12 font in a common style, such as Times New Roman or Arial
- Use bold, italics, and capitalization for emphasis, but do not overdo it
- Stress accomplishments more than just job duties and responsibilities
- Begin sentences with action verbs
- Use short action statements to describe your job duties
- Use bullets, dashes, checkmarks, or other symbols when listing statements
- Use spellcheck and then proofread
- Have someone else proofread it for you

DON'T

- Do not use clip art, fancy fonts, or photos of yourself
- Avoid using a lot of pronouns; for example, "I, my, me, mine" in your text
- Do not copy your job description into your resume, stress your accomplishments – things that you did as part of your job that helped and/or made a difference to the company or their customers
- Do not lie on your resume
- Do not list your references on your resume, they should be on a separate piece of paper

Resume Types

Your resume is your advertisement. It is supposed to get you in the door for an interview or at least get you phone calls from prospective employers. If this is not happening for you, then your resume might be the problem.

Not all resumes are the same. It is important to understand the type of resumes that are generally used and to know which type will work the best for your particular situation. Complete the charts below to determine which of the two (2) most commonly used resume types is right for you.

Chronological Resume

This format lists your most recent jobs first and works backwards. This is the most commonly used resume format, however, it is not for everyone. Depending on your work history and the type of job you are seeking, it can sometimes work against you by highlighting gaps in employment history, short employment history with each job, etc. To help decide if this is the best format for you, check off all statements that describe your situation in the following table.

<i>A Chronological Resume will work best for me if:</i>	<i>Yes</i>
I have a steady work history with little or no gaps between jobs	
My past jobs have each lasted 1-3 years or more	
My jobs are all in the same type of work or industry	
I am seeking a job that is the same type of work I've done in the past	
My past jobs show consistent growth in duties and advancement	
My most recent employer is a well-known company	
I've had promotions and important job titles I'd like to emphasize	
I have the skills and experience needed for the job I am seeking	

Functional or Skills-Based Resume

This is the second most common format used in resumes. It places emphasis on all of your knowledge, skills, and abilities. It de-emphasizes your work history. It is a little harder to write but can be well worth the extra effort, depending on your situation. To help you decide if this is the best format for you, check off all statements that describe your situation in the following table.

<i>A Functional or Skills-Based Resume will work best for me if:</i>	<i>Yes</i>
I have held many short-term jobs, lasting a few months to a year	
I have gaps in my work history showing when I did not have a job	
I have held a variety of different jobs to make ends meet	
I have recently completed training to help me start a new career	
I have a lot of different skills that I want to emphasize	
I have no previous work experience, just volunteer work	
I would like to emphasize skills I used early on in my work history	
I am making a career change and do not want to do what I did before	

Based on the highest number of checkmarks on the tables, the best resume format for you is:

- ☐ Chronological
- ☐ Functional/Skills-Based



“We’re a big company with big ideas,
and by gosh, I really like your big résumé!”

Section 3

DEVELOP YOUR RESUME

You will need to find a computer that has a word processing program, such as *Microsoft Word* to develop your resume. There is also the option of using an online program, such as the *NHWORKS JMS* or any of the other free sites listed in this *Module* (page 58), that will save your work in your account on the internet. This will enable you to access your information at any time from any computer. It is also a good idea to create a folder in your email account. This is another way for you to store your resume and other job search documents, and you will have access to them from any computer with internet access. There are many resume templates available within word processing programs that can assist you if you are not comfortable creating your resume on your own.



CREATE YOUR RESUME WITH JMS

*** If you do not have internet, skip to page 22, Sample Resumes**

If you choose to use *NH Works Job Match System (JMS)* website, you will be able to create your resume by using their *Resume Builder*. You will need to register in the system to use this tool. If you have not already created an account in *JMS*, refer to *Module 1, Section 1, NH Works Job Match System (JMS)* for instructions.

Website: <https://nhworksjobmatch.nhes.nh.gov/vosnet/Default.aspx?plang=E>

Once registered, follow these instructions:

1. On the left side of the page, click on *Resume Builder*
2. Click on the blue *Create New Resume* tab
3. Name your resume (pick a name that indicates what type of work you are applying for with this resume, i.e. *Cashier, LNA*)
4. Follow the online instructions, using the information from this *Module* to build your resume

On the next few pages you will find samples of Resumes, Cover Letters, and References. They may be difficult to read given their small font size. Go to the following websites for examples of these documents that you can use as a guide while developing your own.

- **Resume Genius** - <https://resumegenius.com/resume-samples>
- **Live Career** - <https://www.livecareer.com/resume-examples>
- **GCF Learn Free** - <http://www.gcflearnfree.org/resume-writing/gallery-of-sample-resumes>
- **Susan Ireland Resume Development Site** - <http://susanireland.com/resume/examples/>
- **ResumeHelp** - <https://www.resumehelp.com/>
- **Cover Letter Now** - <https://www.cover-letter-now.com>
- **Job Search Jimmy** - <http://www.jobsearchjimmy.com>
- **Quint Careers** - <http://www.quintcareers.com/sample-reference-lists/>



Sample Chronological Resume

Jane Smith

1 Main St.
Anytown, NH 01111

(603) 555-5555
jane.smith@yahoo.com

Summary Statement

Highly organized individual with the ability to effectively coordinate tasks to accomplish projects with timeliness and creativity. Experienced supervisor with a management style that motivates staff productivity.

Skills & Abilities

- Excellent written & verbal communication skills
- Ability to work as a team player or Independently
- Proficient in Microsoft Office products
- Customer service oriented
- Very dependable & reliable
- Great attention to detail
- Flexible & adaptable
- Quick learner

Work History

ABC Company Anytown, NH January 2014-August 2015

Supervisor/Customer Service Representative

- Supervised staff with regard to job performance, maintained coverage schedules
- Kept records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken
- Resolved customers' service and billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Completed contract forms, prepared change of address records, and issued service discontinuance orders, using computers

EFG Company Anytown, NH July 2010-January 2014

Cashier

- Received payment by cash, check, credit cards, vouchers, and automatic debits
- Issued receipts, refunds, credits, or change due to customers
- Assisted customers by providing information and resolving their complaints
- Established prices of goods and tabulated bills using computerized cash registers, and optical price scanners

Volunteer Work

NH Humane Society Anytown, NH June 2010-present

- Coordinate annual fundraiser
- Assist with daily care of animals

Education

NH College/Anytown, NH
Certificate in Basic Accounting

Awards

2015 NH Humane Society Volunteer of the Year Award

On this resume, *work history* is highlighted. Note that there are no gaps in employment.

Sample Functional/Skills-Based Resume

Jane Smith	
1 Main St. Anytown, NH 01111	(603) 555-5555 jane.smith@yahoo.com
Summary Statement Very compassionate individual with the ability to provide quality patient care in healthcare settings. Excellent communication skills with a high degree of empathy and concern for others.	
LNA Skills	
<ul style="list-style-type: none">• Knowledgeable in all areas of ADLs• Ability to take, monitor, & record vital signs• Experienced performing patient needs assessments• Quality care oriented• Comfortable in addressing patient & family concerns	<ul style="list-style-type: none">• Able to assess needs of individuals, taking into account differences in abilities, personality, & interests• Knowledge of human behavior & the effects of illness on individuals• Very approachable
Basic Skills	
<ul style="list-style-type: none">• Excellent written & verbal communication skills• Ability to work on a team or independently• Proficient in Microsoft Office products	<ul style="list-style-type: none">• Strong work ethic• Very dependable & reliable• Great attention to detail• Quick learner
Work History	
<ul style="list-style-type: none">• ABC Nursing Home/Anytown, NH• EFG Hospital/Anywhere, NH	<ul style="list-style-type: none">• Caring Home Care/Anytown, NH• NTD Home Health/Anywhere, NH
Volunteer Work	
NH Humane Society • Coordinate annual fund raiser	Anytown, NH June 2010-present • Assist with daily care of animals
Education	
NH College/Anywhere, NH Certificate in Nursing Assistant	
NH College/Anywhere, NH Currently enrolled in LPN Diploma Program/Anticipated Graduation June 2017	
Licenses	
Licensed Nursing Assistant/Licensed in NH & VT	
Awards	
2015 NH Humane Society Volunteer of the Year Award	

On this resume, *skills* and *experience* are highlighted as opposed to *work history*. This is a focused resume with the goal of acquiring a position as an *LNA*.

Your Resume

Now that you have identified a number of factors, you should be ready to begin the process of creating your own resume. On the following pages, you will find worksheets to begin that process. They are provided in both *Chronological* and *Functional/Skills-Based Formats*.



Select the correct worksheet for your resume and use it as practice and as a guide for what you will be including. Note any and all that you think would be relevant or important to a potential employer.

You will need to find a computer to use to complete and print your resume, hand-written is not acceptable. A good place to go to develop your resume is the *NH Works One Stop Career Centers* located throughout the state. They have computers available with internet access for conducting a job search, as well as sample resumes that you can use as a guide for developing your own resume. Fax machines, printers, and other services are also available and can be helpful when looking for work. Local libraries often have computers for personal use, and they may also have books with sample resumes. If not, you can do an internet search for samples.

When you go to any of these places, bring this *Module* with you. Most of the information that will go on your resume will already be in this *Module* as you complete the sections. Keep in mind that libraries may have a time limit on computer use, so try to stick to the task at hand and not get distracted using the internet to do other things. Also keep in mind that some libraries will charge per page for printing. Be ready for this, as you will not be able to save your work on a public computer and go back to finish it later.

If you have an email address, send it to yourself as an attachment so that you will have it for later in case you do not complete it in one (1) visit. This will enable you to update and tailor your resume for different positions that you may be applying for. It also allows you to update quickly, as all of the past information is already there and you will only need to include what is new.

If you created your resume in the *NH Works JMS*, you will always have the ability to go back and work on it later.

Use one (1) of the *Entry-Level Jobs* that you identified in *Module 2* to create a resume that you would use to apply for that job. Keep in mind what you have learned about tailoring your resume to the job description.

Chronological Resume Outline

<i>Personal information (name, address, phone, email)</i>
<i>Summary Statement or Statement of Qualifications</i>
<i>Skills & Abilities (from Skills lists)</i>

<i>Work Experience (most recent and work backwards)</i>		
<i>Employer</i>	<i>City, State</i>	<i>Dates of Employment</i>
<i>Job Title</i>		
<i>Duties Performed</i>		
<i>Employer</i>	<i>City, State</i>	<i>Dates of Employment</i>
<i>Job Title</i>		
<i>Duties Performed</i>		

<i>Employer</i>	<i>City, State</i>	<i>Dates of Employment</i>
<i>Job Title</i>		
<i>Duties Performed</i>		
<i>Volunteer Work</i>		
<i>Volunteer Site</i>	<i>City, State</i>	<i>Dates of Volunteering</i>
<i>Volunteer Title (if applicable)</i>		
<i>Duties Performed</i>		

<i>Education & Training</i>
<i>Licenses & Certifications</i>
<i>Awards</i>

Functional/Skills-Based Resume Outline

<i>Personal information (name, address, phone, email)</i>
<i>Summary Statement or Statement of Qualifications</i>
<i>Job or Industry Title (i.e. LNA, accounting)</i>

<i>Specific Job or Industry Skills & Abilities (from Skills lists)</i>
<i>Job or Industry Title (i.e. LNA, accounting)</i>
<i>Specific Job or Industry Skills & Abilities (from Skills lists)</i>
<i>Job or Industry Title (i.e. LNA, accounting)</i>
<i>Specific Job or Industry Skills & Abilities (from Skills lists)</i>
<i>Work History (company name, city, state)</i>

<i>Volunteer Work</i>		
<i>Volunteer Site</i>	<i>City, State</i>	<i>Dates of Volunteering</i>
<i>Volunteer Title (if applicable)</i>		
<i>Duties Performed</i>		
<i>Education & Training</i>		
<i>Licenses & Certifications</i>		
<i>Awards</i>		

Section 4

DEVELOP YOUR REFERENCE LIST

You will need to create a reference list. This is a list of individuals who can provide a potential employer with their opinion of your skills, abilities, work ethics, work habits, and character. Employers generally do not want to talk with family members, rather they want to speak with people for whom or with whom you have worked or been professionally associated. This would be supervisors, co-workers, customers, and even teachers. Teachers can speak about your ability to learn new skills, meet deadlines, and show up on time. These should be people that you have known within the last ten (10) years.

Use these general guidelines in selecting your references:

- Always get permission from the person to use them as a reference
- Find out how the person would like to be contacted, i.e. by phone, email, etc., and be sure to have their current address, phone number, and email address
- Speak to them about the positions that you are applying for and casually try to give them some guidance on the skills and abilities that you would like them to highlight about you (i.e. “I think I would be great for this position because I have _____ experience/skills/ abilities”)
- With *Personal References*, be sure that the person you choose has good phone manners if they are being contacted by phone and that they will answer a call from a number that they may not recognize
- If being contacted via email, be sure that they have good written grammar skills

- If they are a *Professional Reference*, be prepared to provide their job title, company affiliation, company address, company phone number, professional email address
- If they are a *School Reference*, provide their school affiliation, school address, school phone number, and school email address
- Send a copy of your resume to your references so that they will have current information about you, and the same data as the employer has when they get a call
- Send them a *Thank You* letter when they have given you a good reference

There are different types of references and you may be asked to provide a particular kind of reference (i.e. *Professional Reference*) or you may be asked for a combination, such as *Professional* and *Personal References*.

1. *Professional Reference*

These include paid and volunteer positions. They can be past employers, supervisors, co-workers, subordinates, customers, or anyone who can speak about your job performance, skills, and abilities.

2. *Personal Reference*

Neighbors and friends who know you personally and can describe your character, such as someone who can tell an employer that you can be depended upon to do a good job, and that you are honest and able to be trusted.

3. *School Reference*

Instructors and teachers who can speak about your study habits, learning abilities, and level of knowledge in certain areas (appropriate for current students or recent graduates).

Using Your References

References are provided at or after a job interview. They are not sent with your resume, unless they are specifically asked for prior to the interview. Be prepared by bringing multiple copies of your reference list with you, you never know when you might be interviewed by more than one (1) person. If they do not ask for them, speak up and offer to provide them with the list. This shows that you are organized, prepared, and that you have self-confidence.

You should have two (2) to four (4) references in the three (3) categories mentioned that you can use for different situations. Usually, an employer will state what kind of reference they are looking for (professional, personal, school). Use the guide on the following pages to gather the information that you will need to develop your reference list.

When preparing your reference list for an interview, be sure to include those types that the employer has requested. You might want to develop two (2) or three (3) lists with different combinations.

ALWAYS verify the spelling on names, addresses, and email addresses of your references. If the employer does not specify what type of references they would like, it is good practice to use your *Professional References*.



References Outline

Professional References (4)

1. Reference Name	
Reference Job Title	
Company Name	
Company Mailing Address	
City, State, Zip Code	
Company Phone Number	
Reference Email Address	

2. Reference Name	
Reference Job Title	
Company Name	
Company Mailing Address	
City, State, Zip Code	
Company Phone Number	
Reference Email Address	

3. Reference Name	
Reference Job Title	
Company Name	
Company Mailing Address	
City, State, Zip Code	
Company Phone Number	
Reference Email Address	



4. Reference Name	
Reference Job Title	
Company Name	
Company Mailing Address	
City, State, Zip Code	
Company Phone Number	
Reference Email Address	

Personal References (4)

1. Reference Name	
Street or Mailing Address	
City, State, Zip Code	
Phone Number (indicate if cell number)	
Reference Email Address	
Relationship to Reference (i.e. friend, neighbor, family, etc.)	
Years Known	

2. Reference Name	
Street or Mailing Address	
City, State, Zip Code	
Phone Number (indicate if cell number)	
Reference Email Address	
Relationship to Reference (i.e. friend, neighbor, family, etc.)	
Years Known	

3. Reference Name	
Street or Mailing Address	
City, State, Zip Code	
Phone Number (indicate if cell number)	
Reference Email Address	
Relationship to Reference (i.e. friend, neighbor, family, etc.)	
Years Known	



4. Reference Name	
Street or Mailing Address	
City, State, Zip Code	
Phone Number (indicate if cell number)	
Reference Email Address	
Relationship to Reference (i.e. friend, neighbor, family, etc.)	
Years Known	

School References (4)

1. Reference Name	
Reference Title (i.e. 12th grade math teacher, college professor)	
School Name	
School Mailing Address	
City, State, Zip Code	
School Phone Number	
Reference Email Address	

2. Reference Name	
Reference Title (i.e. 12th grade math teacher, college professor)	
School Name	
School Mailing Address	
City, State, Zip Code	
School Phone Number	
Reference Email Address	

3. Reference Name	
Reference Title (i.e. 12 th grade math teacher, college professor)	
School Name	
School Mailing Address	
City, State, Zip Code	
School Phone Number	
Reference Email Address	



4. Reference Name	
Reference Title (i.e. 12 th grade math teacher, college professor)	
School Name	
School Mailing Address	
City, State, Zip Code	
School Phone Number	
Reference Email Address	

Sample Reference List

Jane Smith	
1 Main St. Anytown, NH 01111	(603) 555-5555 jane.smith@yahoo.com
<i>Professional References</i>	
John Jones, Manager ABC Company 1 River Rd. Anytown, NH 01111 (603) 556-5555 John.jones@email.com	
<i>Personal References</i>	
Nancy Anderson 3 Any St. Somewhere, NH 03333 (603) 666-5555 (cell phone) nancy@email.com Friend, known for 10 years	
<i>School References</i>	
Pat Person, Math Professor NH College 1 College Rd. Anywhere, NH 01112 (603) 777-7777 Pat.person@email.com	
Joe Someone, High School English Teacher NH High School 2 High School St. Somewhere, NH 03030 (603) 666-7777 Joe.someone@email.com	

You should only include the type and amount of references that the employer asks for, i.e. 'Two professional and two personal references', or 'Three professional references'. If they are not specific, try to use three (3) *Professional References* as a standard. If you do not have a work history, or cannot provide the amount and type that they request, explain this at the interview and ask if they will accept those that you are able to provide.

Section 5

DEVELOP YOUR COVER LETTER

The cover letter is just as important as your resume. It introduces you to an employer and is part of their ‘first impression’ of you. What you say in your cover letter and how it looks can determine whether or not you get an interview.

Cover letters explain to the potential employer what position you are applying for, why you want to work for them, and what qualifications you would bring to that position. Just sending a resume is not enough. If you are applying to a large company, they may be hiring for several positions, and if you are not specific about which position you are applying for, they may not consider you.

Your cover letter should not be a form letter. When writing a cover letter, take the time to personalize it to a specific person in the company and be sure to point out what skills and qualifications you have to offer that meet their needs.

Do the following:

- If you have the company’s name but not the name of an individual, call the company and ask the receptionist who would be receiving the resumes for the position being advertised. Then ask for the correct spelling of their name, job title, and mailing address.
- Study the ad for the position to identify what experience and skills the company is looking for, and to see how the job is described and what duties are mentioned.
- Think about your own skills and experience. Pick out areas of your background and their needs that match.
- In the ad, circle what you have in common with the job skills being requested and include those in your cover letter.

- When writing your cover letter, try not to start every paragraph with “I”. Also, try not to overuse “I” throughout your cover letter. The employer wants to know what you can do for them, not what they can do for you.
- If you know someone personally who already works for the company, ask them if you can use their name in your cover letter. Employers like to have personal knowledge of a potential employee and knowing someone on the inside can be helpful. Just make sure that the person that you note in your cover letter is an employee in ‘good standing’ with the company.

Study the ad and the cover letters on the following pages. Note how the applicant references specific skills and experience that they have that match those in the ad. Some of this information may already be on your resume, but a cover letter is meant to grab attention and make the reader want more.

Writing Your Cover Letter

Your cover letter should be one (1) page and follow a standard business letter format. If you are unsure of the proper format and spacing for a business letter, a sample is provided on the next page for you to follow. Study the instructions on the sample so you will know how many spaces to leave between sections, along with how and where to indent information. How your cover letter looks is just as important as the words on the paper. Remember: this is the employer’s first impression of you.

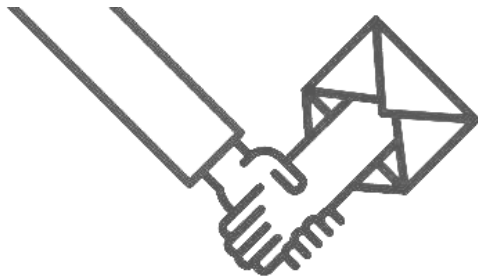
Refer to the list of phrases that you reviewed earlier in this *Module* to get ideas about what to include in your cover letter. Once you have a cover letter written for a specific job, you can then go back and make changes to it for other job openings. Each cover letter should be edited and personalized to each specific employer and job.

Your cover letter should be three (3) to four (4) paragraphs and should follow the outline below:

1. First paragraph should outline why you are contacting them; what position are you applying for, where did you hear about it, and why do you want to work for that company. Research the company on the internet to learn how long they have been in business and what they do (provide a service, produce a product, etc.). Say something positive about the company that you are applying to and why you want to work for them and not just anyone.
2. Second and third paragraphs should speak about why you are a great candidate for that position and should speak to your skills and experience that match the position for which you are applying. Use some of the action verbs in the skills section of your resume.
3. Last paragraph should be the wrap-up, i.e. thank them for their consideration, ask them to contact you for an interview, etc.

Always run your documents through spell check on the computer and have someone else (who has good spelling and grammar skills) proofread your cover letter and resume. There is NO excuse for typos or misspelled words.

Proofreading tip: read your resume and cover letter from the bottom up. You will be paying more attention and be more apt to catch errors. Also, try reading it out loud to someone else to see if it sounds correct.



Sample Cover Letter

HELP WANTED AD

Administrative Assistant – Full time - must possess 3-5 years of experience or equivalent combination of education and experience. Must be proficient with standard Microsoft Office products and knowledgeable of billing and payroll systems. Will provide support to the Director of Environmental Services and Safety Management staff. Conducts research and compiles/types statistical reports. Coordinates/arranges meetings, prepares agendas, transcribes minutes, and answers public inquiries by mail. Answers department phone and transfers calls to appropriate personnel. Please send letter of interest and Resume to ABC Hospital, Attn: John Smith, 123 Caring St., Anytown, NH 01111.

Study the *Help Wanted Ad* above and the cover letter on the next page. Note the following:

- The applicant's contact information is clearly noted on the top right side of the cover letter
- The cover letter is addressed to a specific person
- In the first paragraph, the applicant notes the position that they are applying for and says something positive about the company that they are applying to
- In the second paragraph, the applicant speaks to the specific experience noted in the want ad (3-5 years)
- In the second and third paragraphs, the applicant speaks about their skills, abilities, and knowledge that would make them a great candidate for this position
- In the last paragraph, the applicant thanks the reader and speaks about how they look forward to the interview
- The applicant offers to provide additional information to the reader about their qualifications
- The applicant closes the letter, signs their name, types their name below their signature, and provides their email address

Your Street Address
City, State Zip Code
(555) 555-5555

Current Date

Mr. John Smith
ABC Hospital
123 Caring St.
Anytown, NH 01111

Dear Mr. Smith:

While looking for employment, I came across your advertisement for an Administrative Assistant. Being aware of the wonderful reputation of ABC Hospital in providing quality patient care, I am excited about the possibility of working for you.

As you can see by my resume, I have many of the skills that you are seeking. My background includes seven years of experience working as a receptionist and secretary, five of those years being in a healthcare facility, which required me to manage a multi-line phone system while triaging all incoming calls. I am proficient in using Microsoft Word, Excel, Access, and PowerPoint, as well as basic bookkeeping software. All of my positions required me to maintain files and provide quality case management services.

If selected for this position, I would bring a strong combination of skills and experience in the daily management of high-volume, fast paced business operations, administrative support services, and customer relations. I have also had experience supervising staff and I have been a member of a support team. In all of my previous positions, I have demonstrated the ability to prioritize and complete numerous concurrent assignments while meeting time and organizational goals.

Thank you for your consideration. I look forward to hearing from you soon to schedule an interview. Please feel free to contact me if you require any further information.

Sincerely,

Your Signature

Your typed name

Your email address

Enclosure: Resume

Prospecting Cover Letters

There may be times when you want to apply to a certain company or organization but they are not currently advertising for help. That does not mean that they are not hiring. Some companies prefer to hire from within through referrals and may not advertise open positions. Or you may be looking for certain positions but do not know of any companies or organizations that are currently hiring.

In these situations, you can send a prospecting cover letter and a copy of your resume to as many companies and organizations in your area that might have positions that you are seeking. A good place to start identifying companies and organizations is by using your local phone book.

Try to create your prospecting cover letter in a way that you can use it for many situations and only need to change the company information. Identify the type of position that you are looking for and highlight your skills and experience in this field.

Look at the example of a prospecting cover letter on the following page. As you can see, it is set up very much like a regular cover letter, with the paragraphs addressing the same areas. Using bullets to highlight your skills is a great way to draw attention to those skills that you feel would be of real value in this position to a potential employer.



Sample Prospecting Cover Letter

Your Street Address
City, State Zip Code
(555) 555-5555

Current Date

Mr. John Smith
ABC Hospital
123 Caring St.
Anytown, NH 01111

Dear Mr. Smith:

As an experienced Administrative Assistant, I am forwarding you my resume to explore any current or future employment opportunities you may have that would benefit from the skills and experience I have to offer. ABC Hospital is particularly attractive to me, as I have worked within a healthcare facility in the past and enjoy that environment very much.

As you will see from my enclosed resume, I offer many valuable skills and experience, including:

- 7 years of experience as a Receptionist and/or Secretary
- 5 of those years were in a healthcare facility
- Answered multi-line phone system, triaged all incoming calls
- Extensive experience using Microsoft Office applications

If selected for a position, I would bring a strong combination of skills and experience in the daily management of high-volume, fast paced business operations, administrative/clerical support services and customer relations programs.

Thank you for your consideration. I look forward to hearing from you to schedule an interview should a position become available. Please feel free to contact me should you require any further information regarding my skills, experience, and education.

Sincerely,

Your Signature

Your typed name

Your email address

Enclosure: Resume

Cover Letter Outline

Use the outline below to begin developing your own cover letter. Use the job that you chose to create your resume to develop your cover letter. Decide if you are applying to a specific company or sending out a prospecting cover letter and design your cover letter for that purpose.

Your Personal Information

Note your street or mailing address, city, state, zip code, and contact phone number, and place it on the right hand side of the page.

Street/mailing address:

City, State, Zip Code:

Contact Phone Number: () _____

Current Date

Be sure to note the date that the cover letter is being sent and place it on the left hand side of the page. Leave a space between the date and your personal information, and another space between the date and the company or organization contact information.

Contact Information

Make sure that you have the correct address for the company that you are contacting, as well as a contact person to address the cover letter to, if possible. Include the person's job title and make sure that you have the correct spelling of their name. Otherwise, address the cover letter to the *Hiring Manager* or *Human Resources Department* if they are a large company or organization. Place this on the left hand side of the page.

Contact Name & Job Title:

Company/Organization Name:

Company/Organization Street/Mailing Address:

Company/Organization City, State, Zip Code:

Greeting (Salutation)

Leave a space between the *Contact Information* and the *Greeting* and place it on the left hand side of the page.

If you know the name of the contact person:

Dear Mr./Ms. ____:

Be careful with this greeting. Sometimes first names can be male or female, such as Tracy, Jordan or Taylor. You do not want to start your cover letter by insulting the reader. In these cases, use the following:

To Tracy Smith:

Avoid using Mrs. or Miss, as you do not know if a female contact person is married. And NEVER address it to their first name, such as Dear John!!! They are not your friend and that is too familiar for a business letter.

If you do not know the name of the contact person, address it to the *Hiring Manager*:

To the Hiring Manager:

If you are addressing it to the *HR Department* and you do not know who the letter will go to:

To Whom it May Concern:

Your Greeting:

First Paragraph

What position are you applying for and where did you find out about the position (i.e. newspaper, friend, job search website, etc.)? Or, what position are you looking for if you are creating a *Prospecting Cover Letter*?

[illegible]

Second (and possibly third) Paragraph

What skills, abilities, and experience will you bring to the employer that are in line with the position that they are hiring for or the position that you are seeking?

This image shows a single page of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Last Paragraph

Thank the employer for taking the time to read your cover letter and resume, and let them know that you are anticipating a phone call from them to schedule an interview.

Note the difference in these two (2) statements:

“I look forward to hearing from you to schedule an interview.”

“I hope to hear from you to schedule an interview.”

The first statement shows confidence in the fact that you are the best candidate for the job and that you are certain that the employer will think so too and call you for an interview.

Closing (Valediction)

Leave a space between the last sentence of your cover letter and the closing. Use a standard closing, such as ‘Sincerely’ or ‘Thank you’. Sign your name directly under the closing, then type your name and email address. If you are enclosing your resume, leave a space after your email address and include ‘Enclosure: Resume’ at the end.

Section 6

CREATE ALL YOUR DOCUMENTS

Now that you have put together all of the information that you need to create your documents, you will need to find a computer to use to type them. If you do not have your own computer or access to one, you will need to go to your local library or *NH Works One Stop Career Center* to use one of their public computers. Bring this *Module* with you, as it has all of the information that you will need to create your documents. Take your time and ask for assistance, if needed. Keep in mind that some places charge for printing, so be sure to check with them.

You will need a way to save all of your documents. If you do not have a computer, you can save them on an external flash drive if you have one, or you can save them in your email account. If you have not yet created an email account, now would be a good time to do that. Refer to *Section 1* in this *Module*.

If you do not have an external drive, save your documents to the computer you are using. You can do this even if you are using a public computer. Remember to delete your documents after you send them to your email address so that others cannot open them.

After opening up *MS Word*, go to *File* at the top left side of the page. Click on *Save As*. This will open up a new box. Choose *Desktop* on the left side of the box. In the *File Name* text box, name your document and click *Save*. You have now saved your documents to the desktop on the computer.



After you have completed all of your documents, you will want to place them in your email folder. You can do this by sending yourself an email and attaching your documents to the email. You will then be able to log on from any computer, open up your email account, and get your documents.

Creating & Storing Your Job Search Documents in an Email Account Folder

(complete this step if you have a Yahoo email account: if using another email provider, instructions would be similar)

Log in to your Yahoo email account. On the left side of the page you will see *My Folders*. Next to that, you will see *[Edit]*. Click on *[Edit]* and a new page will open. On the left side of the page you will see *Add Folder* with a text bar underneath. Type *Job Search Documents* in the text bar and click the *Add* button. You have now created a folder to store all of your documents in for the future.



Click on the *Compose* button at the top of the page. This will open up a new email page. Type your own email address into the box labeled *To*. Next to the *Subject* line you will see an *Attach File* bar. Click on the bar and a new page will open that will allow you to attach as many as five (5) documents to your email.

Click on the first *Browse* button. In the box that opens, click on *Desktop* on the left side. Use the scrolling arrows on the right side of the box to scroll through and find your document. Once you find what you are looking for, click on the document (it will be highlighted), then click *Open*. You will see that the document is now listed in the *Browse* text bar.

Do the same for all of your documents. Once you have them all listed in the *Browse* text bars, click on *Attach Files* just above. This will now take you back to your email, where you should see your documents listed. Click on the *Send* button. You have now sent an email to yourself with your documents attached.

Click on *Inbox* on the left side of the email page. This will show you emails that were sent to you, including the one with your documents attached. Click on the small box to the left of your email that includes your documents and a checkmark should appear. Now go up to the dropdown box at the top where it says *Actions*. Click on the arrow to the right and choose *Job Search Documents* listed under *Folders*. Click on the *Apply* button and you have now moved your email with your documents into your *Job Search Documents* folder. You can check to make sure by opening up your *Job Search Documents* folder and then opening up the email.

To retrieve and send your documents if you are using a public computer, log into your email account, open up the folder and the email, and click on the document. Save the document to the desktop of the computer that you are using and you will now be able to send them to employers as an attachment in an email.



RESULTS

You now should have all of the documents necessary to begin an effective job search. Those documents include:

- **Resume** - in different forms tailored to the job that you are applying for
- **Cover Letter** - tailored to the company that you are applying to
- **Reference List** - different lists based upon the request of the employer

If you have not yet created these documents because you do not have a computer, you will need to go to the local **NHWorks One Stop Career Center**, your local library, or any other public place that offers access to computers to create these documents. If you are unable to get to these places, your **ECS** can also refer you to your local **NHEP Workplace Success Career Center** to complete. Bring this **Module** with you, as it should have all of the necessary information to complete these documents.

Once you create your documents, follow the instructions in this **Module** to create an email address, and to send and save your documents to your email account. This will allow you to modify your documents at any time and save them for future use.

WRAP-UP

Now that you have completed this **Module**, you should have all of the documents that you will need to conduct an effective job search that will hopefully result in job offers. Keep these documents with you at all times when you are looking for work. You never know when an opportunity might present itself and you will be prepared if it does.

Be sure to bring a copy of all of your documents, your '**Job Readiness Activity Verification/Module 3 - Getting Ready for a Job**' (Form NHEP267 MOD3), and this **Module** with you to your next appointment with your **ECS**.

In **Module 4**, you will learn how to conduct an effective job search, how to fill out a job application, and how to prepare for and follow-up on a job interview.

Keep this **Module** to use as a guide for when you begin working in **Module 4**, and as a reference for the future. There are many resources within all of the **Modules** that you will find helpful.

RESUME DEVELOPMENT WEBSITES

NHWorks JMS

<https://nhworksjobmatch.nhes.nh.gov>

Monster

<http://career-advice.monster.com>

Resume Now

<https://www.resume-now.com>

My Perfect Resume

<https://www.myperfectresume.com>

Resume Help

<http://www.resume-help.org>

About Careers

<http://jobsearch.about.com>

Resume Genius

<https://resumegenius.com>

Live Career

<http://www.livecareer.com>

COVER LETTER WEBSITES

Cover Letters Now

www.cover-letter-now.com

Every Man Business

www.everymanbusiness.com/CoverLetters

The Muse

www.themuse.com

Quint Careers

[Www.quintcareers.com/cover-letter-samples/](http://www.quintcareers.com/cover-letter-samples/)

WEBSITES WHERE YOU POST YOUR RESUME TO BE VIEWED BY EMPLOYERS

NHWorks JMS

<https://nhworksjobmatch.nhes.nh.gov>

Indeed

<http://www.indeed.com>

Monster

<http://www.monster.com>

Jobs In NH

<http://www.jobsinnh.com>

Resume Rabbit

<https://www.resumerabbit.com>

REFERENCE TIPS

Monster

<http://www.monster.com/career-advice/article/4-people-never-use-as-job-references-0218>

Live Career

<https://www.livecareer.com/quintessential/job-references>

Daily Worth

<https://www.dailyworth.com/posts/4282-everything-you-need-to-know-about-job-references>

Snag-a-Job

<http://www.snagajob.com/resources/who-can-i-use-as-a-reference/>

NOTES

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